Branch of Technical Assistance

December 29, 2004

OWCP Announces New ACS Telephone Access Numbers

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The Call Center number for contacting a customer service representative directly is:

850-558-1818

s a result of the success of the enhancements to the ACS Medical Bill Processing Portal addressed in our last newsletter, the Division of Federal Employees' Compensation is making a change to the 866-335-8319 toll-free number you are familiar with for contacting ACS.

The toll-free number is being redesigned to allow for complete Interactive Voice Response (IVR) service.

Only automated services will be available at this number effective January 3, 2005. These automated services will provide case specific information such as the status of bills, eligibility for services, and medical authorization granted.

Those who want direct contact with a customer service repre-

sentative will be able to do so through a toll call number.

When you call the toll free IVR number of 866-335-8319 you will be asked to identify whether you are a claimant, a medical provider, a pharmacy or an agency representative.

Claimants and agency representatives can access information about the bill payment history for a particular case, authorized medical care, explanations concerning EOB codes, and general information.

Pharmacy representatives can access information concerning prescription eligibility, bill status, general information concerning pharmacy billing issues, and the latest news updates.

Medical providers will be able to check the eligibility of an injured worker and if a service is payable for a particular claim in advance of providing the service. They will also be able to check on the status of their bills and access information concerning the last 3 payments issued to their provider number. Another option that they will have through IVR is to be able to review the status of active prior authorizations for a particular claim.

The changes to the ACS telephone access system will enable a great deal of information to be shared through IVR and web based processes and allow for a greater savings to DFEC so that future enhancements can be implemented.

The Call Center number for contacting a customer service representative directly is 850-558-1818.

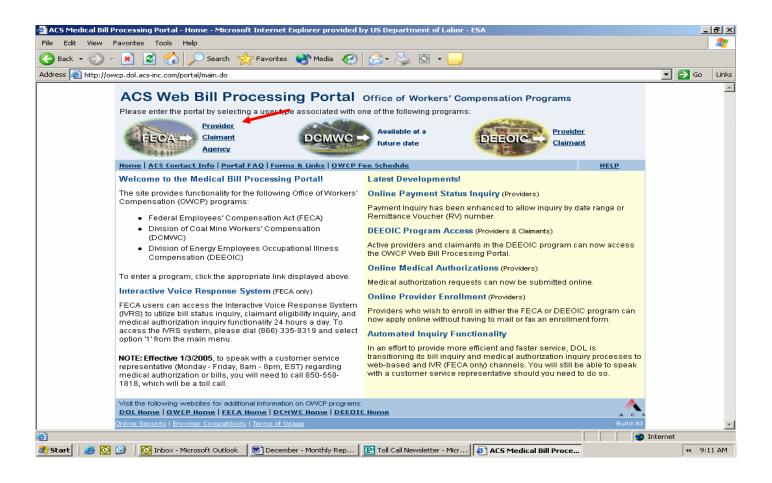
Web Registration

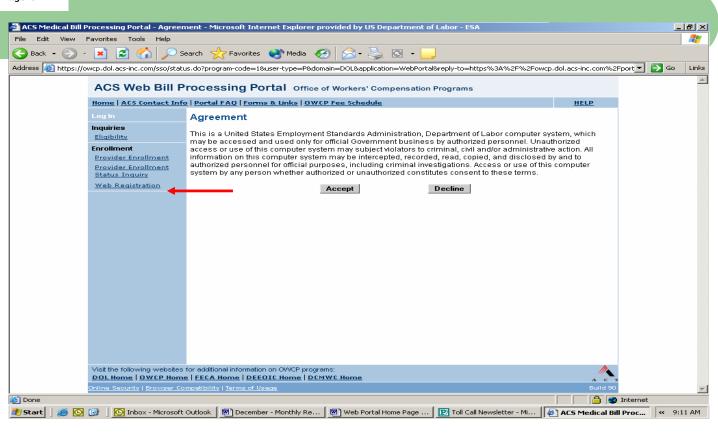
Effective 1/3/05 all requests to speak to a customer service representative will result in a toll call charge. We really want to direct all callers (injured workers, agency representatives and providers) to the website and IVR.

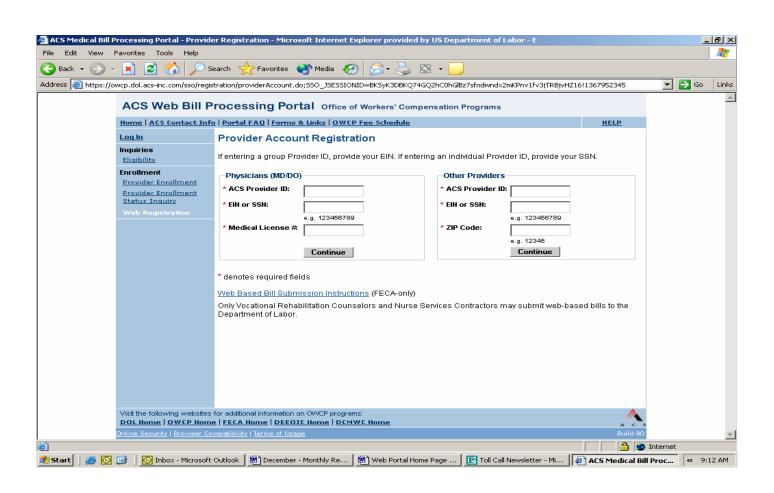
Providers now have the ability to request authorizations, check the status of bill payments, check eligibility for services, retrieve remittance vouchers, and check the status of previously requested authorizations at http://owcp.dol.acs-inc.com.

We have mailed this information to the top 500 providers and are asking for your assistance in spreading the word. All agency injury compensation specialists and agency insurance representatives in their respective personnel offices have received the initial enhancement newsletter, but we would like to make sure that you share the information with anyone else who might find it useful.

If a provider is not enrolled and wishes to enroll, check on the status of their enrollment, or register for a web id please direct them to the ACS web portal.







ACS Contacts

ACS Web Portal Administrator 1-800-461-7485

Customer Service Issues ACS PO Box 8300 London, KY 40742-8300 1-866-335-8319

Submit paper bills to the US Department of Labor
US Department of Labor
PO Box 8300
London, KY 40742-8300
1-866-335-8319

System or Technical Issues Health Care Solutions Operations Center 1-800-461-7485 or 1-800-558-1775 **Provider Enrollment questions**

ACS

Enrollment Unit PO Box 14600

Tallahassee, FL 32317-4600

1-866-335-8319

Prescription Benefits and Processing questions

ACS 1-866-664-5581

Interactive Voice Response Unit Access 1-866-335-8319

Customer Service Representative Call Center 1-850-558-1818

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